



**OneCallAccess**  
**External User Guide**

# OneCallAccess

## External User Guide

This manual is intended to provide instruction to external users of the OneCallAccess program for placing and managing design and dig notices in the state of Michigan.

The information contained in this manual includes a description of system functions, capabilities, and step-by-step procedures for use of the OneCallAccess program.

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## How MISS DIG 811 Works

Public Act 174 of 2013 established guidelines for the protection of underground facilities prior to excavating or blasting. This law is also known as the MISS DIG Underground Facility Damage Prevention Safety Act. Public Act 174 may be viewed in its entirety on the MISS DIG 811 website.

### Dig and Design Notice Overview

A dig notice may be placed between 3 working days and 14 calendar days prior to excavation or blasting by using the OneCallAccess online program or by contacting the MISS DIG 811 Notification Center at 811 or 800-482-7171. OneCallAccess is available at [MISSDIG811.ORG](http://MISSDIG811.ORG). A dig notice contains dig site information that is sent to member facility owners/operators in the area of excavation or blasting. Facility owners/operators are required to respond to a dig notice by supplying facility information so informed decisions can be made regarding excavation.

When facility information is needed for the planning of a project, a design notice may be completed. A dig notice is required prior to digging, even when a design notice was placed. The same platform is used for placing design and dig notices.

Prior to submitting a dig or design notice, a user account is created in OneCallAccess (OCA). Each person using the OneCallAccess program should create their own account. OCA accounts may be accessed by going to the MISS DIG 811 website at [MISSDIG811.ORG](http://MISSDIG811.ORG). Users may also review and manage their profile and requests in OneCallAccess.

### Important information regarding the polygon and other information collected on a ticket.

The polygon(s) transmitted on a MISS DIG 811 tickets represent Public Act 174 of 2013 Section 5. (2) (b) "A description of the proposed area of blasting or excavation, including the street address and a property description".

Excavators providing a dig notice to MISS DIG 811 communicate their area of excavation by either creating a polygon of the dig site location or communicating the area to a MISS DIG 811 representative who in turn completes a polygon. The polygon is transmitted on the MISS DIG 811 ticket to the facility owners. The polygon reflects the area the excavator has designated to MISS DIG 811 as the excavation/blasting area to be located and marked. Positive Responses provided are for the entire area covered under the polygon associated with the ticket.

Address information is also collected and provided in the dig ticket. Facility Owners and/or Operators are responsible for determining the precise area to mark their facilities in response to the dig ticket, whether by locating either the entire property of the address of the dig ticket, or only the polygon area determined by the excavator.

Additional information provided on a ticket such as remarks, Latitude and Longitude are there to assist locators in understanding the polygon, they do not replace or alter the area represented by the address and polygon.

### After Submitting a Ticket

Upon submitting a dig or design notice to MISS DIG 811, a ticket with a unique ticket number is generated. Facility owners shall respond to a dig or design ticket by the work legal start date and time on the ticket. Tickets may be viewed and managed by logging into OneCallAccess.

The following requirements must be met prior to digging.

1. The work legal start date and time has arrived. Facility owners/operators are required to respond to a request by the work legal start date and time. State law prohibits digging prior to the work legal start date, even if all facility owners/operators have responded.
2. Facility Owners/Operators have responded that it is safe to dig. Facility owners/operators should respond to a ticket by the work legal start date/time.
  - a. If a response is unclear, reach out to the facility owner/operator prior to digging.
  - b. If a facility owner is non-responsive or has not completed marking by the response due date & time, retransmit the ticket for Unmarked Facility.
3. Field conditions indicate it is safe to dig. If conditions appear unsafe or if the response posted by a facility owner/operator does not match the field conditions, do not dig until the issue is resolved. A ticket should be retransmitted when any of the following conditions exist, as paraphrased from PA 174 section 5. (9):
  - a. Visible evidence of a facility with no visible marks.
  - b. Lack of positive response.
  - c. A response from a facility owner/operator indicating the presence of a facility with no visible marks.

The following Uniform Color Code system is adopted nationwide by the American Public Works Association (APWA) for the marking of underground facilities. Facility owners/operators will mark the approximate location using stakes, flags, paint, or other suitable material.

|  |   |
|--|---|
|  | Proposed Excavation                                       |
|  | Temporary Survey Markings                                 |
|  | Electric Power Lines, Cables, Conduit and Lighting Cables |
|  | Gas, Oil, Steam, Petroleum or Gaseous Materials           |
|  | Communication, Alarm or Signal Lines, Cables or Conduit   |
|  | Potable Water   |
|  | Reclaimed Water, Irrigation and Slurry Lines              |
|  | Sewers and Drain Lines                                    |

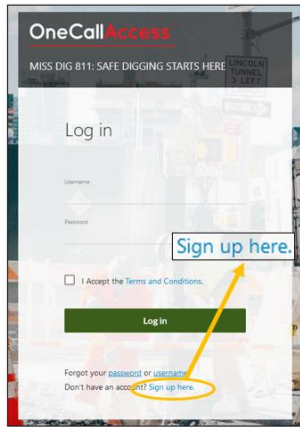
Markings may be removed upon completion of your job after you have verified there are no other jobs in the area that are using the same markings.

## Creating a User Account

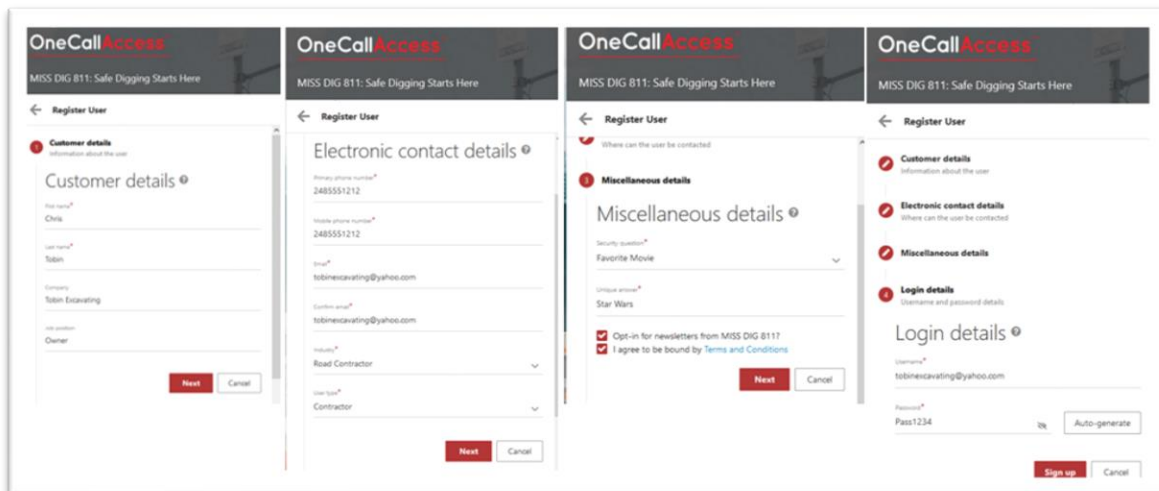
A new user account is created prior to submitting the first ticket. To create a new user account, go to [MISSDIG811.ORG](http://MISSDIG811.ORG) and click *Submit Locate Request*.

### Setting Up User Profile

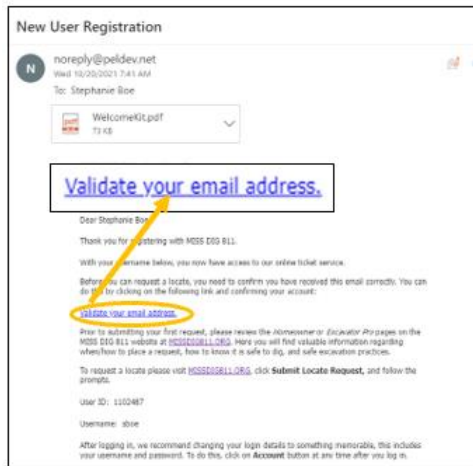
The log in page will appear. Click *Sign up Here*.



Enter Customer Details to include company contact information.

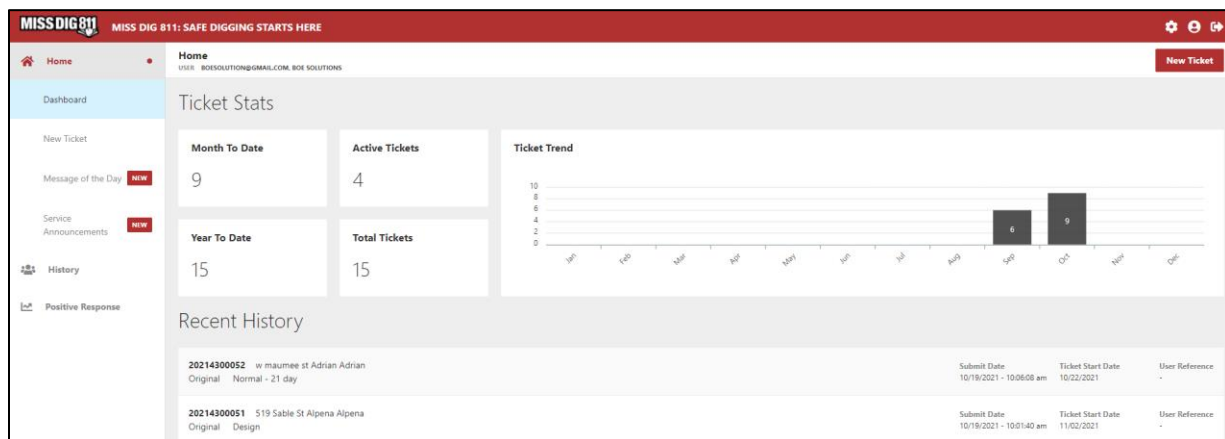


Once an account is created, an email will be sent with a link to *validate your email address*. Validating the email will allow ticket confirmations to be emailed to the new user and tickets to be created with the account. The new user may log into their account once the email has been validated.



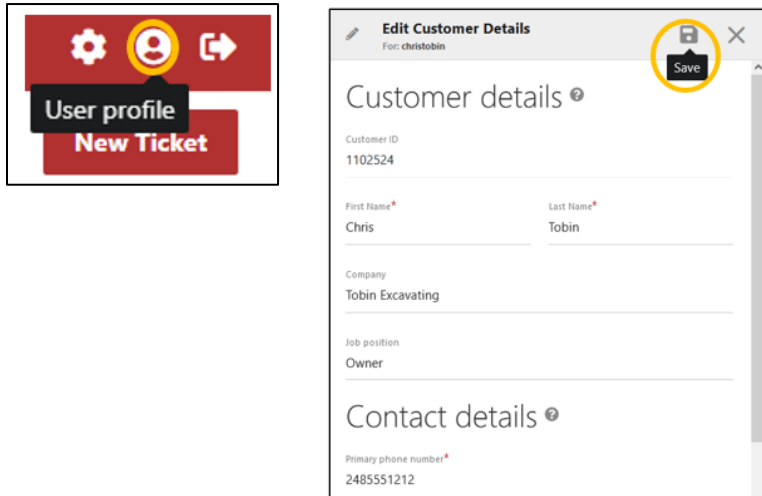
## Logging In for The First Time

Upon logging in, the HOME page will display, also known as the Dashboard. From the Dashboard, tickets stats and history can be viewed, contact information can be updated, and certain ticket fields may be pre-populated to save the user time from entering the same information on every ticket. MISS DIG 811 may send messages or service announcements to users. The system will indicate when there is a new message. Positive Response, the program to check ticket status, may be accessed from the Home Page as well.



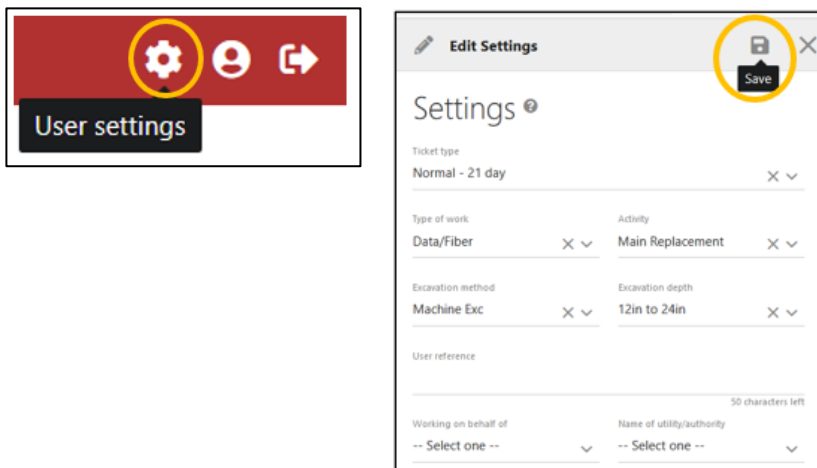
## Updating Your Contact Information

Contact information may be updated by clicking on the *User Profile* icon located on the upper right side of the home page. Make changes to the necessary fields and click *Save* to keep the changes.



## Creating Default Settings for Ticket Entry

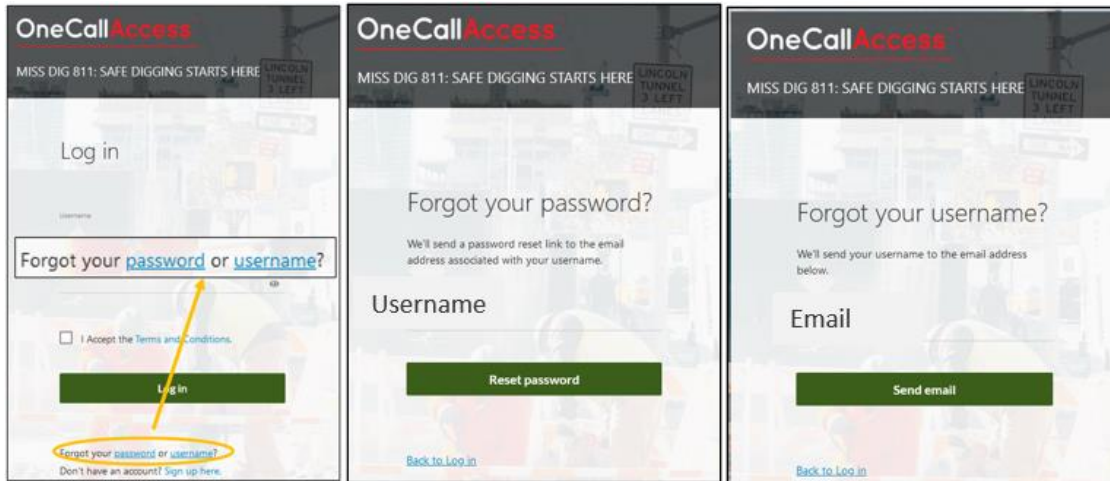
If the same type of work is performed regularly, default answers may be pre-set to certain ticket entry questions. These answers may be edited when placing a ticket. Click on the *Settings* icon located on the upper right side of the ticket entry screen, enter data into the appropriate fields and click *Save*.



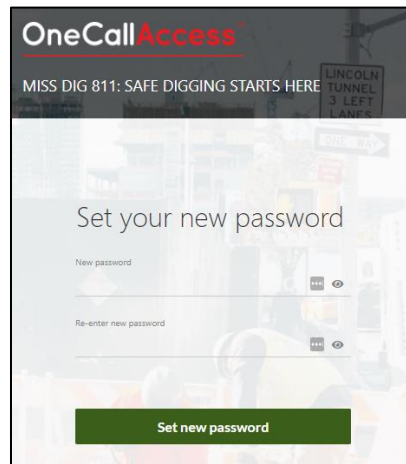
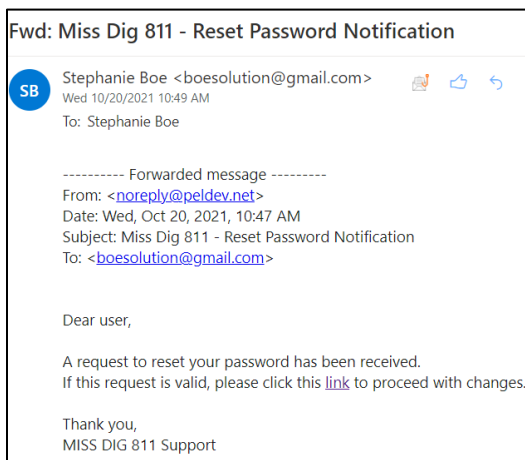
## Recovering a Username or Password

To retrieve a username or to reset your password, go to the MISS DIG 811 website at [MISSDIG811.ORG](http://MISSDIG811.ORG) and click *Submit Locate Request*. At the bottom of the log in box, click on *password* or *username*. To retrieve a password, a username is required. To retrieve a username, an email address is required.

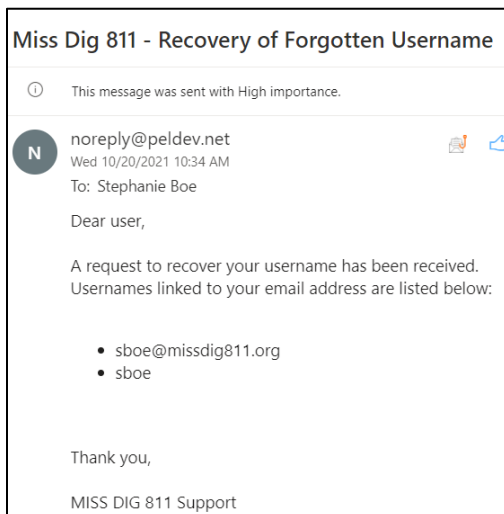




Resetting Password- An email is sent requiring the user to click a link, allowing the password to be updated.

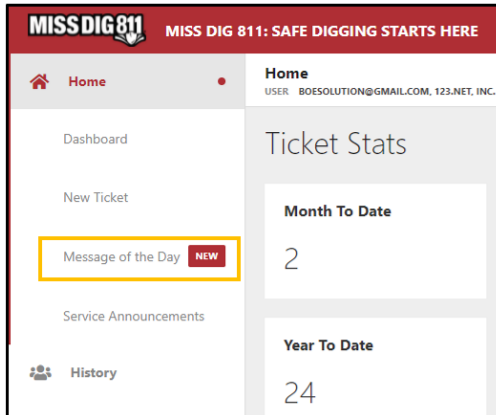


Resetting Username- An email is sent with the accounts associated with the email address entered.



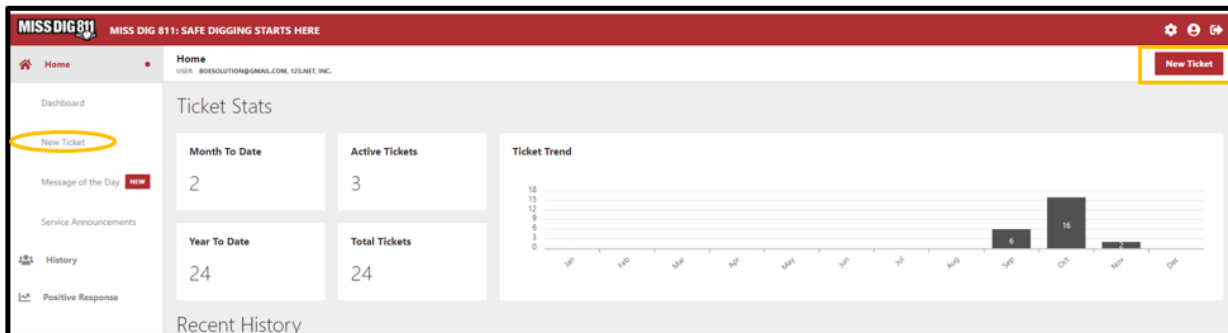
## Message of the Day and Service Announcements

MISS DIG 811 will occasionally send messages regarding the system or MISS DIG 811 related information. Look for “New” messages daily.



## Creating a New Ticket-Entering Ticket Details

To create a new dig or design ticket, click New Ticket on the Home page.



## Ticket Types

The screenshot shows a 'New ticket' form. Under the 'Ticket details' section, there is a dropdown menu for 'Ticket type\*'. The dropdown is open, showing a list of options: 'Normal - 21 day' (highlighted), 'Project - 21 day', 'Normal - 180 day', 'Project - 180 day', 'Design', 'Emergency', and 'Short Notice'. The dropdown is preceded by the text '-- Select one --'.

The first ticket field is the ticket type. There are two main categories of tickets: Dig and Design.

A dig ticket may be placed between three working days and fourteen calendars prior to digging or disturbing the ground. There are multiple types of dig tickets: Normal 21-day, Normal 180-day, Project 21-day, Project 180-day, Emergency, Short Notice, Concerned Caller, and Damage. An explanation of each ticket may be viewed below.

Design tickets are for the planning phase of a project: Digging may not occur because of a design ticket. Facility owner/operators must respond within 10 working days. The response to a design ticket is not to mark any facilities but to provide general information regarding the location of underground facilities. However, if a facility owner or operator does not have drawings or records that show the location of a facility, the facility owner/operator shall mark that facility under the procedures described in Section 7 of PA 174.

Ticket types are based on multiple factors including the size, urgency, and duration of the project being performed. New, untrained users have two ticket choices available to them: Normal 21-day (dig ticket) and Design. For excavators who would like access to other ticket types and retransmit tickets, contact the Web Ticket Department at [webticketdept@missdig811.org](mailto:webticketdept@missdig811.org) for training. Upon completion of training, an excavator will be given an external plus account and may place Normal 21-day, Normal 180-day, Project 21-day, Project 180-day, Emergency, Short Notice, and retransmit tickets. Online training is required for all External Plus users.

Below is an explanation of each ticket type.

### Design Ticket

| Type   | Description   | Urban Limits          | Rural Limits          |
|--------|---|-----------------------|-----------------------|
| Design | For planning purposes only. Facility information is emailed to requestor; site is not typically marked. | Up to 528,000 sq. ft. | Up to 528,000 sq. ft. |

## Dig Tickets

| Type             | Description  | Urban Limits                              | Rural Limits                              |
|------------------|--|---|---|
| Normal 21-Day    | 21 days or less to complete; most single address tickets will be classified as normal 21-day tickets. May be placed by all users. <b>This is the most common ticket type.</b> No written scope of work guidelines  | Up to 20,000 sq. ft.                      | Up to 50,000 sq. ft.                      |
| Project 21-Day   | Larger jobs taking 21 days or less to complete. Written scope of work shown below; may be placed by MISS DIG 811 operators or external plus users.   | 20,001 – 6,969,600 sq. ft. (1/4 sq. mile) | 50,001 – 6,969,600 sq. ft. (1/4 sq. mile) |
| Normal 180-Day   | Jobs taking over 21 days of digging to complete; may be placed by MISS DIG 811 operators or external plus users.   | Up to 20,000 sq. ft.                      | Up to 50,000 sq. ft.                      |
|                  |  |   |   |
| Project 180-Day  | Larger jobs taking over 21 days of digging to complete. Written scope of work shown below; may be placed by MISS DIG 811 operators or external plus users.   | 20,001 - 6,969,600 sq. ft. (1/4 sq. mile) | 50,001 – 6,969,600 sq. ft. (1/4 sq. mile) |
| Emergency        | Requiring a response in less than three working days due to danger to life, health, property, or environment, or to restore governmental services, utility services, or transportation; may be placed by MISS DIG 811 operators or external plus users.                | Up to 6,969,600 sq. ft. (1/4 sq. mile)    | Up to 6,969,600 sq. ft. (1/4 sq. mile)    |
| Short Notice     | Requesting a response in less than three working days but not meeting emergency criteria. This type of ticket is discouraged; it is not legal to dig prior to the work legal start date on the ticket. May be placed by MISS DIG 811 operators or external plus users. | Up to 20,000 sq. ft.                      | Up to 50,000 sq. ft.                      |
| Concerned Caller | Placed by a concerned party when excavation is taking place, but no ticket is found; facility owner/operators are not required to post a response.   |   |   |
| Damage           | For informational purposes only; affected members must still be directly notified of the damage. Contact 911 if there is danger to life, health, or property.  |   |   |

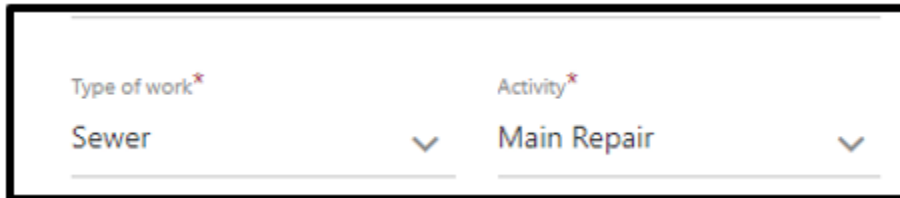
### **Project Ticket Scope of Work Written Guidelines**

- One street per ticket
- Divided roads: traffic-bound in each direction on a separate ticket
- Up to one mile route (road or off-road) when encountering intersections along route
- Up to two miles along a route (road or off-road) with no intersections

- Up to 200ft radius of intersections
- Up to 10 addresses or lots on same street with a total distance of no more than one mile

### Type of Work and Activity

The type of work drop-down menu contains a list of work categories including CATV, Construction, Driveway, Electric, Groundwork, Sewer, Telephone and more. The activity list is populated based of the type of work chosen.



The image shows a screenshot of a web form with two dropdown menus. The first dropdown is labeled 'Type of work\*' and has 'Sewer' selected. The second dropdown is labeled 'Activity\*' and has 'Main Repair' selected. Both dropdowns have a downward-pointing chevron icon.

For example, if Sewer was chosen at the work type, the user would have a variety of activities related to

sewer to choose from including Septic System, Service Install, Catch Basin. If multiple work types and/or activities are being performed, additional ones may be written in the Remarks field prior to submitting the ticket.

### Excavation Method and Depth

Choose the excavation method that best describes the work. An explanation of excavation methods can be found on the Excavation Pros Reference Material page on the MISS DIG 811 website.

Choose the maximum depth of digging.



The image shows a screenshot of a web form with two dropdown menus. The first dropdown is labeled 'Excavation method\*' and has 'Vacuum Excavation' selected. The second dropdown is labeled 'Excavation depth\*' and has '24in to 48in' selected. Both dropdowns have a downward-pointing chevron icon.

### Ticket Dates

There are four dates that are displayed on every ticket. Work to Begin Date and Work Completion Date are inputted by the user. The Work Legal Start Date and Work Expiration Date (Ticket Expiration) are calculated based on the ticket type and PA 174 requirements.

Work to Begin Date- The date the user will begin digging or planning.

Work Completion Date- The date the user expects to complete digging or planning.

Work Legal Start Date-This is auto-generated based on the ticket type and the chosen Work to Begin Date. This is the date the ticket becomes active and digging may commence following PA 174 requirements.

Work Expiration Date (Ticket Expiration)-The date the ticket expires based on the ticket type, Work to Begin Date and/or the Work Legal Start Date and PA 174 requirements.

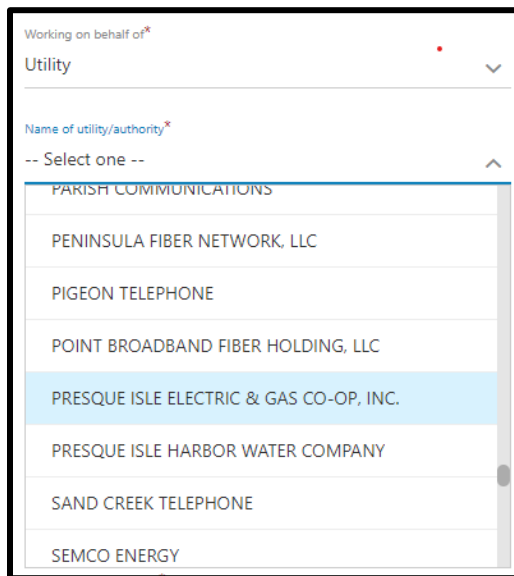
### User Reference

The user may include internal reference information, such as a job number or customer name. This field is optional.

### Working on Behalf of & Name of Utility/Authority

When the user is performing work for a MISS DIG 811 Member, such as a utility company or municipality, *Local Government* or *Utility* may be chosen from the drop-down menu. *Other* is chosen when work is not being performed for a MISS Dig 811 Member.

The Name of Utility/Authority provides the user with a list of municipalities or utility companies based on the answer to the Working on Behalf of. If *Other* was selected, Contractor (subcontractor), Homeowner, or Other Business are the selections.



### Onsite Contact Company, Name, and Phone

Onsite Contact Company (excavator doing work) is pre-populated from the company field in the User's Profile. This field may be edited. Enter the company or person performing the work.

Onsite Contact Name & Phone-When there is an additional contact person, other than the user, enter their contact details.

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### Require a Private Locate?

Public facility providers mark their lines through the MISS DIG 811 process. It is the responsibility of the excavator to ensure private lines are marked prior to digging. This may include lines to outbuildings, outdoor lighting on residential lots or private lines on school or hospital campuses, churches, or shopping centers.

Choosing Yes will send the ticket to a private locating company(s) in the area. The private locating company will reach out to the excavator with more information regarding their service. Private utility locating is a fee-based service. Clicking Yes is not a contract for service.

### Is the area pre-marked?

If the excavator has marked the dig site prior to submitting a dig notice, that may be indicated by choosing from the drop-down menu.

### Outdoor Pet on Property?

Outdoor pets may interfere with the locator's ability to access or mark a site. If there is an outdoor pet on the property, click Yes. The locator can contact the property owner prior to entering the property to ensure their safety.

### Work is in a Body of Water?

Clicking Yes to working in a body of water will alert the facility owners that additional contact or coordination may be required to mark the site.

## Creating a new ticket-Mapping the Work Location

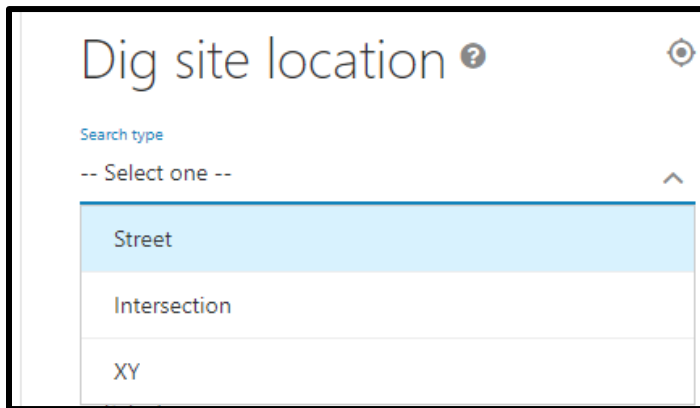
A polygon is drawn to depict the work location. The polygon size is limited by the ticket type chosen. There are three ways to search for the work location on the map.

### Finding the work location

Street- To find the location using an address or street. Enter the address including the address number, street, city/township/village. Choices may appear under the Street field. Click on the appropriate choice or click Search.

Intersection- Search for the work location using a nearby intersection. Enter the intersecting roads in the First Street and Second Street fields. Enter the city/township/village in the Town/City field and click SEARCH.

XY- GPS coordinates. Enter the Longitude and Latitude in the fields and click Search.




### Mapping the Work Location


The map will populate upon performing a search. If the work location is not viewable on the map, the map may be moved or zoomed for a better view.


To move the map, click and hold the left clicker, dragging the map to the desired location. Release the left clicker to discontinue moving the map.

Zooming may be performed by the mouse wheel or clicking the +/- icon on the upper left side of the map.


### Mapping Tools

**Map Layers**-Google Hybrid is the default map layer. To view other layers that will assist with finding the work location, click on the layer icon  located in the upper right side of the map.

**Ruler**- To measure click on the protractor symbol.  Click on the map to begin measuring. Drag the mouse to the desired location. Click to change directions, if needed. The distance will appear in footage as the mouse is moved along the map. Double click to discontinue measuring.

**Polygon**- The polygon tool is the standard drawing tool. Click the polygon icon . 

Click on the map to begin drawing. Click to change directions. To complete drawing, click on the beginning point.

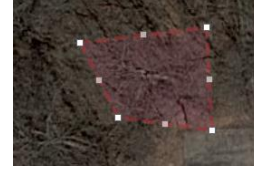
**Circle**- The circle tool may be used to draw a circle around an object. Click the circle icon. 

Click and hold the left clicker on the mouse. Drag the mouse to the desired location and release the left clicker.





**Edit-** To edit the polygon, click the edit icon. White points will appear around the polygon. Click on a point to adjust the size and shape. When resizing is complete, click *Finish* to save the changes. Click *Cancel* to exit the edit function without saving.



**Delete-** To delete the polygon and measurements, click the trash icon, then click Clear All.



Once a polygon is drawn that represents the dig location, click Next in the Dig Site Location section on the left side of the screen.

### Confirm Dig Site

Enter the location of the dig location. The information entered in the Dig Site Location for finding the dig site does not always auto-populate into the Confirm Dig Site section.

**Street-**Enter the address or addresses. If work does not take place at an addressed location, enter the nearest street to the dig site.

**Town/City-** Enter the city, township, or village of the work location.

**Nearest Cross Street-** Enter the nearest cross street to the work location.

**2<sup>nd</sup> Nearest Cross Street-** Provide another near cross street. This field is optional but encouraged.

**Lot Number/Subdivision Name-** Enter lot numbers or a subdivision name, when applicable.

Click NEXT.

### Additional Information

The additional information section contains the Remarks field. Enter information not previously included on the ticket in the Remarks field; this may include driving instructions, additional work types, excavation methods, or any information necessary to aid the facility owners/operators in responding to the ticket.

Tick Box- Read the information and click in the box to agree to the terms prior to submitting a ticket.

Click Submit.

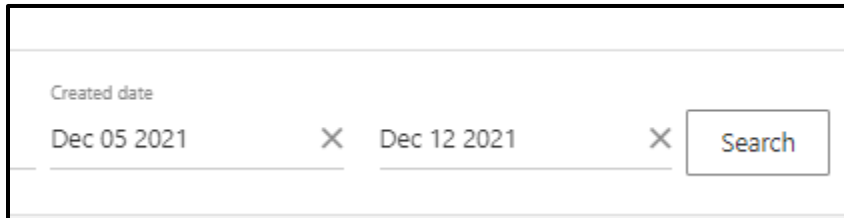
The ticket details appear on the screen along with the members who will receive the ticket. An email confirmation of the ticket is sent to the user's email address upon submitting a ticket.

## Ticket History

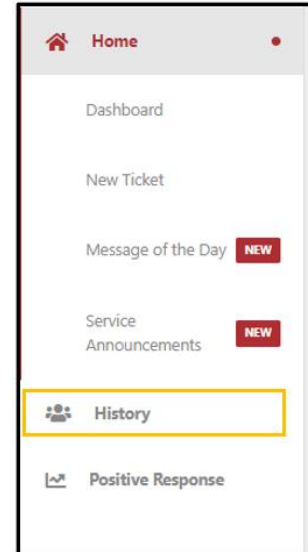
Ticket history may be viewed by clicking History on the left side of the Home page.

A search may be conducted by using a ticket number, town/city, date, ticket type, or user reference.

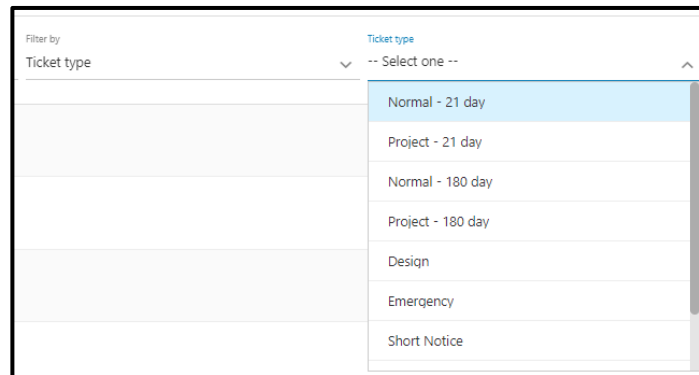
- 1) To search by date, choose a beginning and ending date range and click Submit. When searching by any other criteria, a valid date is required for the search.



Created date  
Dec 05 2021 X Dec 12 2021 X Search



- 2) To search by Ticket Number, Ticket Type, or User Reference, choose the appropriate category from the Filter By drop down menu and enter the details in the next field. A revision number is currently required when searching for a ticket. 2021112300005-000.
- 3) Click Search

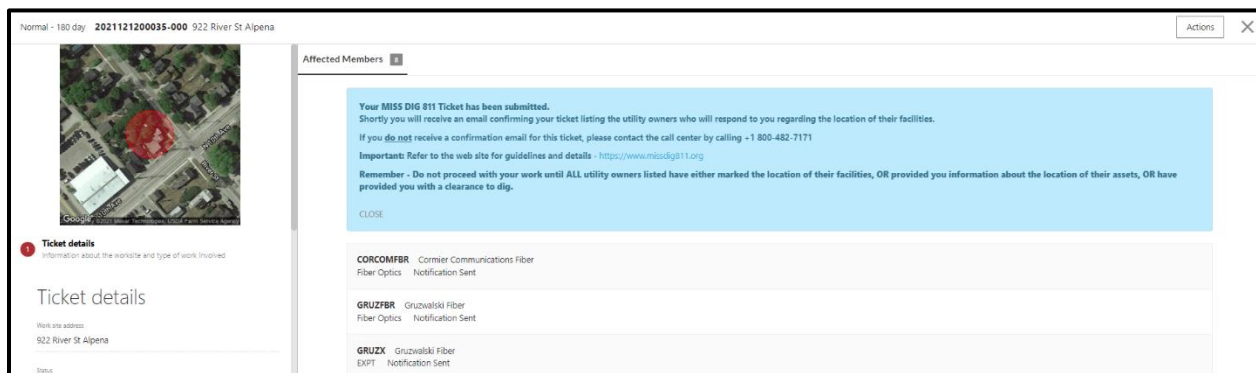


Filter by Ticket type

Ticket type -- Select one --

- Normal - 21 day
- Project - 21 day
- Normal - 180 day
- Project - 180 day
- Design
- Emergency
- Short Notice

- 4) Search results will be displayed on the screen. Click on the desired ticket to bring up the ticket details.



Normal - 180 day 202111200035-000 922 River St Alpena

Affected Members 2

Your MISS DIG 811 Ticket has been submitted. Shortly you will receive an email confirming your ticket listing the utility owners who will respond to you regarding the location of their facilities. If you do not receive a confirmation email for this ticket, please contact the call center by calling - 1 800-482-7171. Important: Refer to the web site for guidelines and details - <https://www.missdig811.org>. Remember - Do not proceed with your work until ALL utility owners listed have either marked the location of their facilities, OR provided you information about the location of their assets, OR have provided you with a clearance to dig.

CLOSE

|              |                              |
|--------------|------------------------------|
| CORCOMFBR    | Cormier Communications Fiber |
| Fiber Optics | Notification Sent            |
| GRUZFBR      | Gruzowski Fiber              |
| Fiber Optics | Notification Sent            |
| GRUZX        | Gruzowski Fiber              |
| EXPT         | Notification Sent            |

Ticket details  
Work site address:  
922 River St Alpena

## Positive Response

Positive Response is the platform used to relay that status a ticket. Facility owners are required to post a response for all dig tickets regarding the marking of their facilities. Excavators are required to check Positive Response prior to digging.

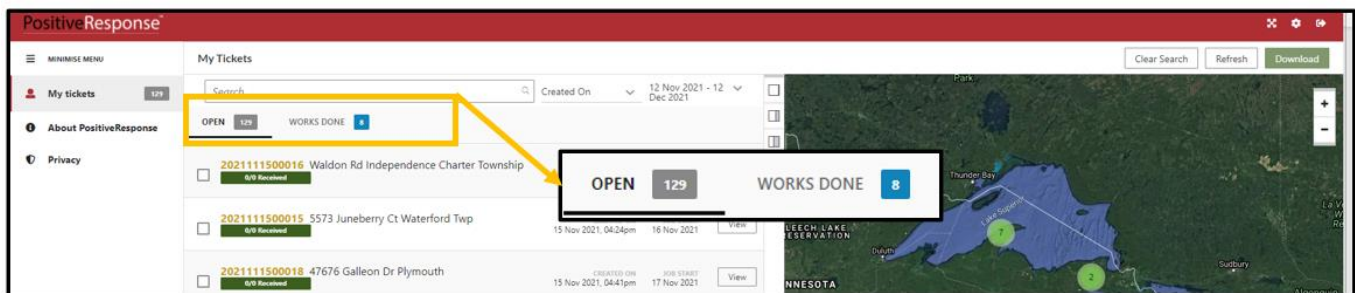
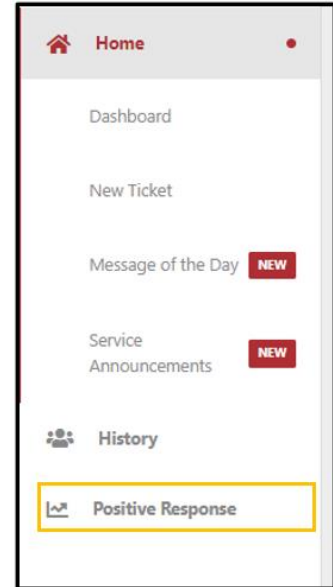
Facility owners/operators are required to provide a response to design tickets, but it is not mandatory the response is posted in Positive Response.

Positive Response is accessed from the Home page in OneCallAccess by clicking Positive Response.

The Positive Response main page contains a list of Open tickets, a map showing where open tickets are located within the state, a search field and a download button.

OPEN/WORKS DONE- Tickets are added to positive response upon submission. They are categorized as OPEN until the user chooses to designate them as WORKS DONE. All open tickets appear on the home page.

A ticket may be categorized as WORKS DONE after the ticket has expired. This will remove it from the Home page Open list. Works Done tickets may be viewed at any time by clicking Works done on the home page of positive response.



To view facility owner/operator postings, choose a ticket from the list or enter the ticket number in the Search field. The most recent version of the ticket will be displayed.



Facility responses can be seen on the left side of the page. To see comments or postings from a previous version of the ticket, click on the box associated with the member/station code.

**UTILITY RESOURCE GROUP,...**  
REQUEST NO. 2021111500013

**01 Dec 2021, 01:36pm 2021111500013-001 assigned by Jeff Granger**

**Code:** 001  
**Full Description:** Dig with caution following PA 174 requirements; Facility is outside of stated area/scope of excavation.  
**Notes:** This is a short notice ticket. - Test from Pelican admin

✔ That's all the responses from this asset owner.

If a response is 999. Retransmit the ticket for Unmarked Facilities.

Ticket Open
Works Done

2/5  
RECEIVED

Start date  
30 Nov 2021

Created by  
CindyLu

Created on  
15 Nov 2021, 04:17 pm

Add internal note

RECEIVED

NOT RECEIVED

Search by Asset Owner or Station Code

Most recent

|   | RESPONSE CODE | STATION CODE | RECEIVED |
|---|---------------|--------------|----------|
| <input type="checkbox"/> UTILITY RESOURCE GROUP, LLC SUB...<br>Response(s): 1 | 001           | URGTST       | 01 Dec   |
| <input type="checkbox"/> DTE ENERGY (GAS) GAS<br>Response(s): 1               | 001           | MGGC26       | 01 Dec   |
| <input type="checkbox"/> AT&T TELEPHONE<br>Response(s): 2                     | 999           | ATTD         | 08 Dec   |
| <input type="checkbox"/> Gruzowski Fiber<br>Response(s): 2                    | 999           | GRUZFBR      | 08 Dec   |
| <input type="checkbox"/> USIC SUB-SETT TESTING<br>Response(s): 2              | 999           | USICTEST1    | 08 Dec   |

A job packet may be printed or downloaded by clicking Download on the upper right side of the Positive Response page. The job packet includes a PDF copy of the ticket and the positive response postings provide by the facility owners/operators.

To designate a job at “Works Done” and remove it from the OPEN list on the home page, click Works Done.

Internal notes may be added along with attachments by clicking Add Internal Note. These are not viewable by facility owners/operators.